

## Welcome to TriValley Primary Care!

We are happy to care for your medical needs, and welcome you as a new patient to our practice. Our mission is as follows:

**TriValley Primary Care is committed to providing quality medical care that is community oriented. We pledge to provide ethical, comprehensive, and compassionate care to all members of the families we serve in a cost effective manner.**

We hope you will allow us an opportunity to define what we need from our patients to effectively and efficiently manage the health of our community.

1. Please be kind. Often, when we interact with our patients, they don't feel their best. However, we ask all patients to treat our teams and our providers with the same kindness you expect in return.
2. All patients who require prescription medications will be seen at least once a year, and may be scheduled more frequently depending on the condition requiring prescription management and the risks associated with the prescriptions.
3. Patients who take prescription medications are asked to bring a full list of medications and supplements to each visit. This may include bringing the medication bottles to your visit.
4. We like to see our patients at least annually, and many insurance expect us to see our patients annually. Please plan to schedule with your primary care provider at least once a year.
5. A well visit, or physical, does not include management of chronic conditions. Therefore, if you are a relatively healthy patient with one or two chronic conditions and schedule a physical, your primary care provider may bill the insurance company for your physical and an office visit, so they can make the most of your time and address your concerns in one visit.
6. If you are considering treatment at the emergency room for a non-life-threatening injury or illness, please call our office first.
7. Our providers strongly recommend that all patients get regular screenings, including colorectal cancer screening, breast cancer screening, and regular lab work.
8. Patients are expected to come to all scheduled appointments or cancel at least 24 hours before the scheduled appointment. Failure to cancel your appointment will result in a no-show fee.
9. We ask that patients voice their concerns to the appropriate people within the office or to the Central Business Office and give us the chance to address the concerns directly.
10. TriValley offers 24 hour coverage 7 days a week. Any call to the on-call provider after hours may result in a telehealth visit to assess the issue and develop a plan of care.

We have enclosed the necessary paperwork to establish yourself with our practice. We hope you will take the time to complete it and schedule your first visit with us within 90-days of transferring into our office. We look forward to caring for you!

Sincerely,

Your TriValley Primary Care Team